# Workspace ONE UEM Administration and Operations Training

Duration: **5 Day**

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The Workspace ONE UEM Administration and Operations training is designed for IT professionals who need to manage, secure, and optimise enterprise device environments. Delivered by Omnissa Certified Instructors, this course focuses on modern device management across Windows, Apple, and Android platforms.

Participants will explore Workspace ONE UEM architecture, identity and directory integrations, application and profile management, and conditional access policies. Advanced topics include automation with Freestyle Orchestrator, modern Windows management, Omnissa Intelligence, Zero Trust security, and troubleshooting techniques. By the end of the course, learners will be able to confidently operate Workspace ONE UEM environments at scale.

## Prerequisites

Participants should:

- Have experience with enterprise device management solutions
- Possess working knowledge of Workspace ONE UEM
- Understand end-user computing concepts
- Ideally have completed Workspace ONE Deploy and Manage training

## Who Should Attend

This course is suitable for:

- IT administrators and system administrators
- Endpoint management engineers
- Technical specialists
- Professionals responsible for device security, compliance, and operations

## What You Will Learn

By the end of this course, learners will be able to:

- Explain the value of Workspace ONE UEM in enterprise device management
- Design secure device enrolment workflows
- Integrate identity and directory services
- Configure access and conditional access policies
- Manage application deployment across platforms
- Create advanced profiles and configuration policies
- Automate workflows using Freestyle Orchestrator
- Apply modern management practices for Windows, Apple, and Android
- Maintain device fleet health and performance
- Troubleshoot and resolve common issues

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## Training Outline

### Workspace ONE Foundations

- Console navigation and customization
- Hub Services
- Account and administration structure

### Architecture

- SaaS architecture
- Core components
- Enterprise use cases

### Identity and Directory Integration

- Identity management strategies
- Directory integration
- Omnissa Access
- Federation and SSO

### Access and Security Policies

- Authentication methods
- Conditional access
- Secure access configuration

### Application Management

- Public and internal apps
- Licensing and distribution
- Workspace ONE SDK

### Profiles and Policies

- Device profiles
- Platform configurations
- Policy deployment

### Automation (Freestyle Orchestrator)

- Workflow creation
- Automation strategies
- Process optimisation

### Modern Windows Management

- Enrolment and provisioning
- Updates and application control
- Analytics

### Apple and Android Management

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- Apple Business Manager
- Automated enrolment
- Android Enterprise
- Updates and compliance

### Omnissa Intelligence

- Dashboards and analytics
- Experience management
- Security monitoring

### Security and Zero Trust

- Zero Trust principles
- Compliance policies
- Secure access

### API Integration

- Workspace ONE UEM API
- Omnissa Access API
- Intelligence API

### Troubleshooting

- Log analysis
- Integration issues
- Endpoint troubleshooting
- Workspace ONE Assist